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PUBLIC SERVICE COMMISSION

February 17, 2011

Jeffrey A. Rackow
Assistant General Counsel
Verizon
1 E. Pratt Street, Floor 10-E
Baltimore, Maryland 21202

Dear Mr. Rackow:

The Public Service Commission ("Commission") is in receipt of a copy of a letter dated February 1, 2011 from the County Executive of Prince George's County Government ("County") to Mr. John Corso, the Verizon 9-1-1 Service Manager, State of Maryland, in regard to three separate occasions of 9-1-1 outages that the County suffered in the months of December 2010 and January 2011. In its letter, the County asked Verizon to report to the County, with documentation, the cause of the outages and what efforts Verizon was undertaking to prevent future outages, including information as to why alarms at the Verizon Network Operation Center were not activated when the outages occurred and why the County was not notified of the 9-1-1 service outages. On February 16, 2011, the Commission received a copy of Verizon's report to the County.

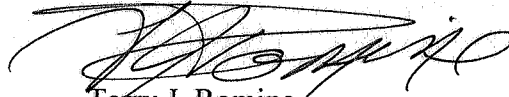
This is not the first time that the Commission has received reports of outages on the Verizon 9-1-1 network. On October 13, 2010, Verizon appeared to discuss 9-1-1 outages in St. Mary's, Charles and Calvert Counties. On October 20, 2010, the Commission received a copy of a letter that Verizon sent to each of the representatives of these three counties reflecting improvements that Verizon made to its network to address the outages experienced in these three counties. The Commission's representative on the Emergency Number Systems Board also informed the Commission that a similar outage occurred in Montgomery County on January 26, 2011. These continued outages occurring on the Verizon 9-1-1 system in Maryland are of concern to the Commission.

The Commission, therefore, directs Verizon to appear before the Commission at its March 2, 2011 Administrative meeting with the representatives needed to explain to the Commission the issues that have caused the outages and the steps that Verizon has taken to correct/repair the network, including additional equipment/lines that have been installed and any other measures required to ensure that there is not a repeat of these outages. The Administrative meeting begins at 10 a.m. and is held in the Commission's 16th Floor Hearing Room, William Donald Schaefer Tower, 6 St. Paul Street, Baltimore, Maryland. The final Agenda for the

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Administrative Meeting will be available by the close of business on February 24, 2011 on the Commission's website, www.psc.state.md.us.

By Direction of the Commission,

A handwritten signature in black ink, appearing to read "Terry J. Romine". The signature is stylized with a large, sweeping initial "T" and "R".

Terry J. Romine
Executive Secretary

cc: Ronald Decker, Chief Staff Counsel
Anthony Myers, Assistant Executive Director
Paula Carmody, People's Counsel
Rushern L. Baker, III, County Executive, Prince George's County